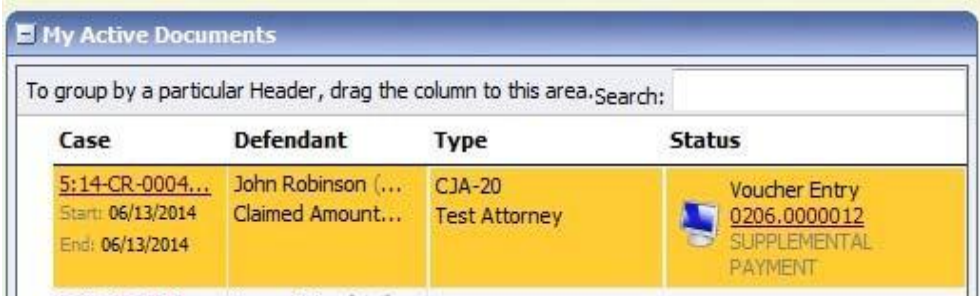
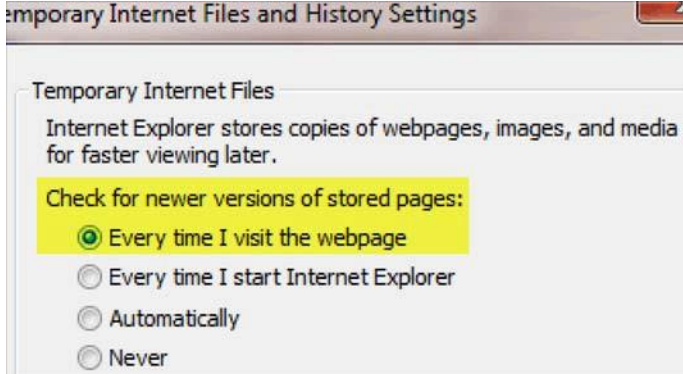




eVoucher FAQs & Tips for Success

Accessing eVoucher	There is a link to TNWD eVoucher on the CJA Attorney page of the court's web-site: www.tnwd.uscourts.gov
Mailing address	Attorneys should verify their mailing address for accuracy. CJA disbursement checks are mailed from the U.S. Treasury to the attorney at the address in the eVoucher Profile.
Phone number	The eVoucher contact profile includes a spot for both "Phone" and "Cell phone." This information is not public; it is viewable only by the attorney and the court staff.
Address or Phone number change	<p>The Panel Attorney is responsible for maintaining current contact information in the "Attorney Info" section of eVoucher. Updates to mailing address and phone number can be made in the Profile (Landing Page, "My Profile").</p> <p>Attorneys shall complete a change of address form and submit it to the CJA Administrator if changes need to be made in the "Billing Info" section. This will ensure that disbursement checks are mailed to the proper address. (See also section below on Billing Information.)</p>
Passwords / Changing passwords	<p>From the Landing Page – "My Profile" - Login Info</p> <ul style="list-style-type: none">- Passwords must be changed every 180 days.- Re-use of previously used passwords is not permitted.- Passwords must be a minimum of 8 characters and contain: lower case letters, upper case letters, numbers, special characters
Periodic saving	The eVoucher program only recognizes "action" items as system activity - such as hitting the Save button - and may periodically time out for security purposes. It is good practice to save your entries on each screen, before advancing to the next screen, to prevent loss of data. If you have a high volume of claims to enter and plan to enter them in one session, you should periodically save your entries so that if you get timed out or if you navigate away from the eVoucher window, you will not lose your input.
Claims for services	Beginning with the appointment and the first appearance in court, attorneys should begin to enter claims for all work done in the case. During the case, claims should be entered contemporaneously. Receipts and invoices, when necessary for a claim, should be saved in .pdf format and attached to the electronic voucher when it is submitted to the Court. At case conclusion, completion of the voucher will take just a few moments.

Billing Information	<p>The Panel Attorney is responsible for ensuring their Billing Information in eVoucher, including adding the Social Security Number or EIN is correct. Attorneys shall complete a change of address form and submit it to the CJA Administrator if changes need to be made in the “Billing Info” section. This will ensure that disbursement checks are mailed to the proper address.</p> <p>Payments will be mailed from the U.S. Treasury to the address listed in the attorney’s profile and W2s will be issued under the SSN/EIN as it appears in the Profile.</p>
Yellow Highlighted Item in Inbox	<p>An entry in “My Active Documents” appearing highlighted in yellow means the voucher has been rejected by the Court. Counsel will also receive an e-mail via eVoucher with an explanation. The reason for the rejection can also be found in the Attorney Notes section at the bottom of the Confirmation page.</p>  <p>The screenshot shows a web interface titled "My Active Documents". It has a search bar and a table with columns: Case, Defendant, Type, and Status. One row is highlighted in yellow. The Case column contains "5:14-CR-0004..." with subtext "Start: 06/13/2014" and "End: 06/13/2014". The Defendant column contains "John Robinson (...)" and "Claimed Amount...". The Type column contains "CJA-20" and "Test Attorney". The Status column contains a document icon, "Voucher Entry", "0206.0000012", and "SUPPLEMENTAL PAYMENT".</p>
E-mail notifications	<p>The following actions in eVoucher will generate an e-mail to the Panel Attorney:</p> <ul style="list-style-type: none"> - Appointment - E-mail will confirm the acceptance of an assignment. - Voucher Rejection - E-mail will alert the attorney that a submitted voucher has been rejected by the Court for further action by the attorney. - Voucher Approval - E-mail will advise the attorney that the voucher has been approved by the Court. Payment will be mailed from the U.S. Treasury to the address listed in “My Profile” Billing Info.

Browser	<p>Refer to the bottom of the eVoucher login page, which lists approved browsers:</p> <ul style="list-style-type: none">- Windows Internet Explorer 8 or newer- Apple McIntosh Safari 5.1 or newer- Chrome, Firefox, Apple Mobile Safari, and other browsers either may not be used with eVoucher or are not supported. <p>Ensure that your cache setting is set to “Every time I visit the webpage” to avoid data loss (instructions for making this setting available on the eVoucher login page).</p> 
CJA-21 voucher still appearing in “My Active Documents”	<p>CJA-21s = two-step process.</p> <ol style="list-style-type: none">1) The attorney creates the CJA21 voucher on behalf of the expert. Upon submitting it electronically, it will appear in the “My Active Documents” window on the attorney’s landing page.2) Select it, navigate to the Confirmation page, and approve the voucher. It will be submitted electronically to the court. This is the attorney’s certification that the work was performed by the expert. For more detailed explanation and screen- shots, refer to the CJA page of the TNWD web-site “Attorney User Manual” Page 40 or the Electronic Learning Manual (CJA-21 voucher).

Error regarding dates

 The date of this voucher is before the Appointment Date. Service and/or Expenses are out of the Voucher Start and End Dates.

If you receive either of the above errors, navigate to the Claim Status section of the voucher. The start date appearing on this page should be the date of the appointment. This is the earliest date for which claims can be submitted. The end date is the final date on which expenses relative to the appointment were incurred. To resolve the errors above, verify that claims on the Services and Expenses sections do not fall outside of the date range on the Claim Status page. If you are not able to resolve the error, contact the Court. (The start date on the Claims Status page defaults to the current date.)







Basic Info	Services	Expenses	Claim Status	Documents	Confirmation
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Claim Status

Start Date	6/13/2014	*	End Date	6/13/2014	*
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<p>Panel attorney has accepted the appointment.</p> <p>What's next?</p>	<p>Upon the acceptance of a CJA appointment, the Court creates the appointment in eVoucher. eVoucher will generate an e-mail to the panel attorney confirming the appointment. When the panel attorney accesses eVoucher, pending appointments will appear in the "Appointments List" box of the landing page. Select the case by clicking on the hyper-link. Along the left column, click "Create CJA-20".</p> <p>Basic Info page - review for correctness. Confirm that billing information as displayed in the Payment Info (blue area at the bottom) is accurate. Claims should be entered contemporaneously on the "Services" and "Expenses" pages for work performed from the date of the appointment up to case conclusion.</p> <p>Once the CJA-20 is created, it will appear in the "My Active Documents" box on the Landing Page. Return to this section to input claims.</p> <p>[The Court is not able to see or access the CJA-20 voucher while it is in progress with the attorney.]</p>
<p>CM/ECF connection through eVoucher</p>	<p>eVoucher can be connected to CM/ECF to allow the attorney to search the docket. While working in eVoucher, attorneys may want to query the docket to confirm the date of a court proceeding, the length of time in court, the defendant number, the charge, etc. To establish the eVoucher-CM/ECF connection, the first time a panel attorney logs into eVoucher, navigate to the "Login Info" in the Profile. Edit the record. In the CM/ECF boxes, enter the CM/ECF Username and Password. Click the "<u>validate</u>" button. The message will change from "CM/ECF Access is NOT validated" to "CM/ECF Access is linked."</p> <p>Before validation:</p> <div data-bbox="526 1192 1083 1281"> <p>CM/ECF Username <input type="text" value="CM/ECF login here"/> validate</p> <p>CM/ECF Password <input type="password" value="••••••"/></p> </div> <p>CM/ECF Access is NOT validated</p> <p>After validation:</p> <p>CM/ECF Access is linked</p> <p>This validation only needs to be done once.</p>
<p>CJA Help Desk</p> <p>CJA Administrators</p> <p>Systems Administrators</p>	<p>cjahelpdesk@tnwd.uscourts.gov</p> <p>Daria Wyatt: 901-495-1365 Malinda Futrell: 901-495-1556</p> <p>Brock Sides: 901-495-1559 Clay Taylor: 901-495-1222</p>

Explanation of the boxes on the eVoucher Landing Page.

 Appointments' List	Displays pending appointments.
 My Active Documents	Displays vouchers or documents that you are currently working on or have been submitted for your approval.
 My Submitted Documents	Displays vouchers for documents that you have completed or approved and have been submitted to the court. To review the voucher - click on the voucher number (i.e. 0206.0000043)
 Closed Documents	Displays vouchers or documents that have been approved or paid by the court. Closed vouchers will be displayed only for your active appointments. When your appointment has been closed, the vouchers associated with the closed voucher will not display on your landing page. You will be able to view the removed vouchers by searching for the appointment and then selecting the voucher you want.
 My Proposed Assignments	Displays proposed appointments, generated by the court via e-mail. Select to review and accept.
 My Service Provider's Documents	Displays documents relative to Experts (CJA-21s & CJA-24s)